SYSTEM AND METHOD FOR OPERATOR ASSISTED AUTOMATED CALL HANDLING

ABSTRACT OF THE DISCLOSURE

A system apparatus and method for operator assisted automated call handling is disclosed. The method discloses the elements of: initiating a dialog between a user and an automated call handling system; receiving input from a user in response to an input request by the system; sending a human operator the user input, if the system can not interpret the user input; providing the system with an interpreted response generated by the operator based on the user input; continuing the dialog between the user and the system if the interpreted response is confirmed by the user; and connecting the user to the operator if the interpreted response is not confirmed by the user. The system discloses means for practicing the method.